

TECHNICAL EXHIBIT TE-3-UT OGDEN SERVICE CALL ANALYSIS FY 02

PRIORITY DIST'N

Priority	Pct.
EMERGENCY	3%
HOT/COLD	28%
URGENT	10%
ROUTINE	59%
100%	

SERVICE CALL LABOR HR. DIST'N

From	To	Pct.
	<=1	71.3%
>1	<=4	20.7%
>4	<=8	4.6%
>8	<=12	1.5%
>12	<=32	1.5%
>32		0.3%
		100.0%

SERVICE CALL TRADE DIST'N

Trade	# Calls	Pct.
HOT/COLD	1050	29.2%
ELECT	382	10.6%
LAMPS	239	6.6%
MECH	537	14.9%
STRUCT	377	10.5%
PLUMB	780	21.7%
FIRE/SAFE	25	0.7%
KIT	65	1.8%
EXTERIOR	92	2.6%
OTHER	55	1.5%
3602		100.0%

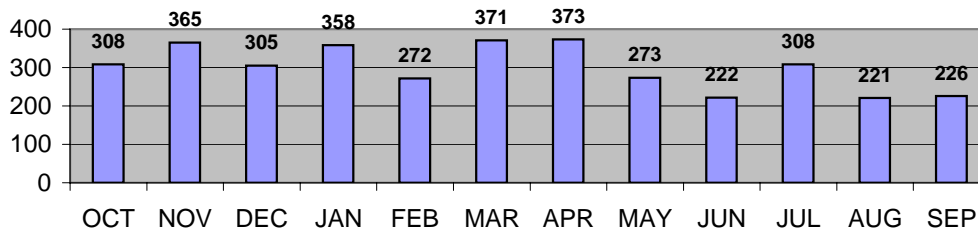
CALL ISSUED

Day	Pct.
SUNDAY	0.1%
MONDAY	26.6%
TUESDAY	21.6%
WEDNESDAY	20.3%
THURSDAY	19.7%
FRIDAY	11.6%
SATURDAY	0.1%
100.0%	

**AVG. # CALLS
ISSUED/DAY**

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SERVICE CALL DIST'N BY MO



An additional 200 service calls may be ordered to correct existing conditions costing less than \$500 in labor and materials identified during the Phase-In inspection at no additional cost to the Government.